



## What to tell a consumer if a Furby appears unresponsive

When the batteries get low, a Furby is programmed to go to sleep. When it repeatedly goes to sleep, it is time to change the batteries.

In rare cases, batteries can get so low that the Furby cannot complete the sleep routine.

In these circumstances, a consumer may need to REFRESH the Furby when changing the batteries.

There are two ways to REFRESH:

- 1) Leave the old batteries out of the Furby for 20 – 60 seconds before replacing
- 2) Press the REFRESH button inside the battery cage (as shown below)

